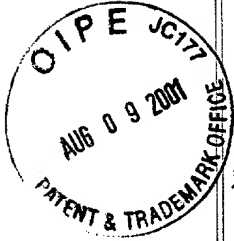


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#3

Customer No. 22,852  
Attorney Docket No. 03042.0064



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
Ian Peter Winham et al. )  
) Group Art Unit: 2167  
Serial No.: 09/776,674 )  
) Examiner:  
Filed: February 6, 2001 )  
)  
For: CONTACT CENTER )  
MANAGEMENT )

Assistant Commissioner for Patents  
Washington, DC 20231

Attention: **BOX MISSING PART**

Sir:  
**RESPONSE TO NOTICE TO FILE MISSING PARTS**

In response to the Notice To File Missing Parts dated March 9, 2001,  
enclosed is the Declaration and a copy of the Notice To File Missing Parts.

Also enclosed is a check in the amount of \$130.00 to cover the surcharge.

Please associate this Declaration with the application as filed on February 6,  
2001, and assigned serial number 09/776,674.

Also in response to the Notice To File Missing Parts Filed herewith are  
SIXTEEN(16 ) sheets of formal patent drawings containing SIXTEEN(16) figures.

It is requested that these drawings be made of official record in the above-  
identified patent application.

LAW OFFICES  
FINNEGAN, HENDERSON,  
FARABOW, GARRETT,  
& DUNNER, L.L.P.  
1300 I STREET, N. W.  
WASHINGTON, DC 20005  
202-408-4000


Customer No. 22,852  
Attorney Docket No. 03042.0064

If there are any fees due in connection with the filing of these drawings,  
please charge the fees to our Deposit Account No. 06-0916. If a fee is required  
for an extension of time under 37 C.F.R. 1.136 not accounted for above, such an  
extension is requested and the fee should also be charged to our Deposit  
Account.

Respectfully submitted,

FINNEGAN, HENDERSON,  
FARABOW,  
GARRETT & DUNNER, L.L.P.

Dated: August 9, 2001

By:   
Ernest F. Chapman  
Reg. No. 25,961

Enclosures  
EFC/FPD/mld

03042.0064

LAW OFFICES

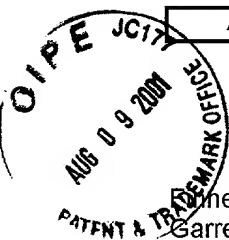
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## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov



APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/776,674	02/06/2001	Ian Peter Winham	03042.0064

CONFIRMATION NO. 2506

## FORMALITIES LETTER



\*OC00000005846670\*

Mehagan, Henderson, Farabow,  
Garrett & Dunner, L.L.P.  
1300 I Street, N.W.  
Washington, DC 20005-3315

Date Mailed: 03/09/2001

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- **The balance due by applicant is \$ 130.**

The application is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given TWO MONTHS from the date of this Notice within which to correct the informalities indicated below.

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
  - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. ( 5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);
  - drawings submitted to the Office are not electronically reproducible. Drawing sheets must be submitted on paper which is flexible, strong, white, smooth, non-shiny, and durable (see 37 CFR 1.84(e));

08/13/2001 BSAYAS11 00000006 09776674

01 FC:105

130.00 OP

42967674 080601

*A copy of this notice MUST be returned with the reply.*

*Ahmad*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

09776674 080901  
T06080 429260